



ESC Service Charter Scorecard

Metrics for June 30 – July 27, 2013

Issued August, 2013



Executive Summary

Customer Service

- The population served increased by 95 employees due to New Hires, Promotions and other HR transactions. Call volume has remained consistent with population served
- Average wait time increased from 25 seconds to 34 seconds, well within the defined SLA target.
- Average time to complete a call has remained the same from June at 4:04 minutes.
- Use of email as means of reporting issues decreased 13% from 537 to 469.
- Inquiries from CON, IND, and EOEEA agencies continued to account for the most inquiries as a percentage of employees served.

Process & Organization

- Escalated Payroll Notifications were not invoked.
- Planning for implementation of ePay/eProfile has continued.

Systems

- No reported issues.



Service Delivery Overview

June 30, 2013 – July 27, 2013

Customer Interactions

Total # Agencies Served: 72

Total # Employees Served: 29,410

Total contacts received: 5,104

Total tickets opened: 4,444

% of Employees served contacting ESC: **17%***

Staffing

Area	Staffing as of 7/27/2013	Staffing as of 6/29/2013
Tier 1: Customer Service	10	10
Tier 2: Time & Attendance Ops	15	15
Temporary Staff	0	2
Supervisor	3	3
Senior Staff	3	3
Total	31	33

Enabling Technologies

- **Metrics:** Includes data on IVR Users
- **Case Management:** No changes this period
- **Meal In:** System redesign for Chelsea Soldier's Home to automate the TCD meal in punches

Activities – July

The ESC is currently supporting several activities underway to prepare for upcoming rollouts:

- ePay/eProfile implementation planning.
- Automated TCD Meal Break Menu testing & implementation.
- Entry of Meal Break punches (*interim solution*).

Source: ESC Avaya CMS & COMiT Reports, data from 6/30/13 – 7/27/13

***Note:** “% of Employees served contacting ESC” does not account for repeat contacts (i.e., one employee calling multiple times).

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Service Level Agreement

Service Measures and Targets

The following service measures and targets are outlined in the ESC Service Level Agreement document. Data contained in this presentation includes both SLA and non-SLA measures.

Metric	Target
Average wait time – all inquiries (Days operational)	Will not exceed 2 minutes 90% of the time
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days
Customer satisfaction (Based on automated survey upon ticket closure. A minimum of 20% must respond to survey in order for results to be accepted as a valid sample of customer satisfaction.)	80% of customers rated overall satisfaction good to excellent
Percent of notification runs executed to completion: <ul style="list-style-type: none"> All: Reminder Report Time Employees: Unreported time – 1st and 2nd notice Approvers: Unapproved reported time – 1st and 2nd notice Agency HR/Payroll: Over/Under scheduled hours and unapproved Payable Time notifications – 1st and 2nd notice Failsafe outreach to Agency HR/Payroll and signatory authorities when applicable Failsafe outreach to Comptroller and Chief HR Officer when applicable 	95%
Secretariat ad hoc reports produced within established timeframes: <ul style="list-style-type: none"> Simple*: 3 business days Complex*: 7 business days 	90%
SLA reports produced on time according to predefined schedule (see section 5.5)	90%



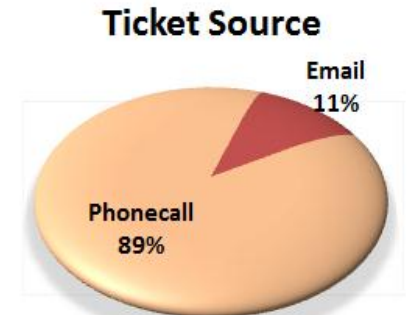
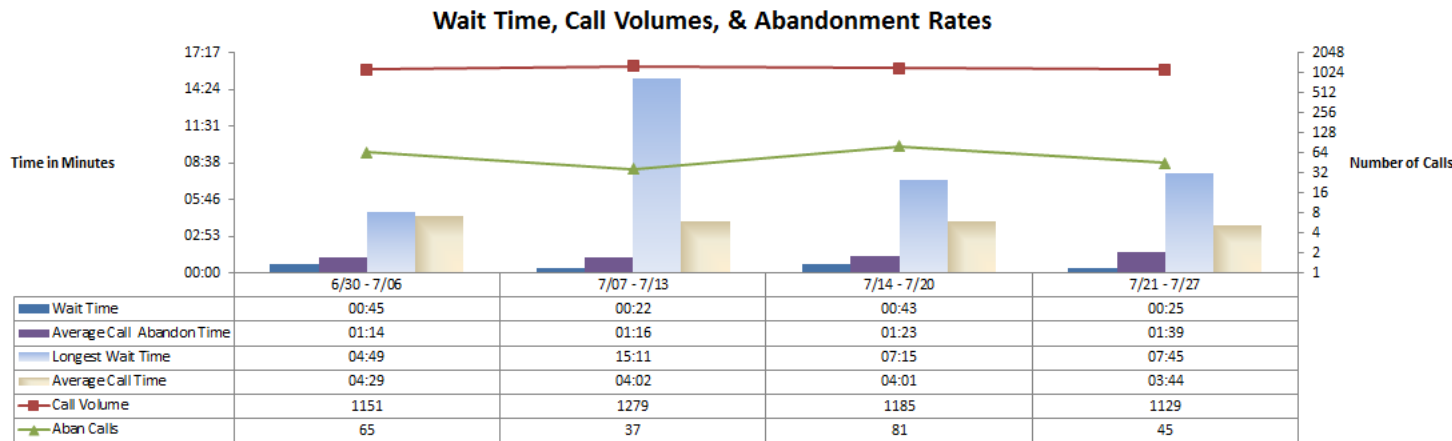
Inbound Call Data

Overall call volume and wait times have increased month over month.

SLA Metric	Target Level	Current Period (06/30/13 to 07/27/13)	Previous Period (06/02/13 to 06/29/13)	Previous Period (04/21/13 to 06/01/13)
Average wait time – all inquiries (Days operational)	Will not exceed 2 minutes 90% of the time	:34 seconds	:25 seconds	:27 seconds



Total = 5,104 calls



Total = 4,444 tickets

Source: ESC COMiT & Avaya data from 06/30/2013 – 07/27/2013.

*E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.

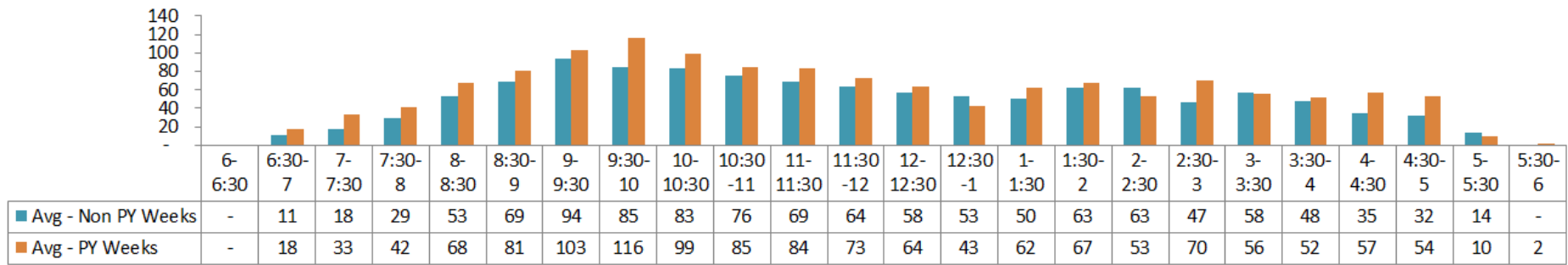


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Timing of Inquiries

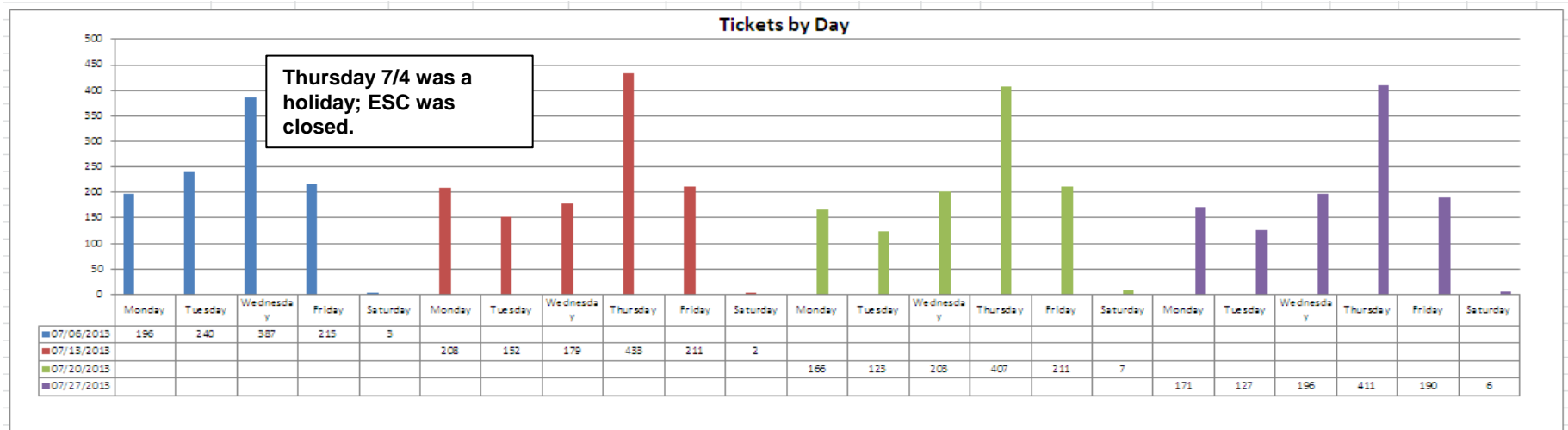
Call volumes continue to peak following weekly time submission deadlines and notifications. Peak call hours are from 8:30 am to 12:00 pm.

**Average Calls by Timeframe
Payroll vs. Non-Payroll Processing Weeks**



Thursday represents the highest volume due to impact of payroll cycle.

Tickets by Day



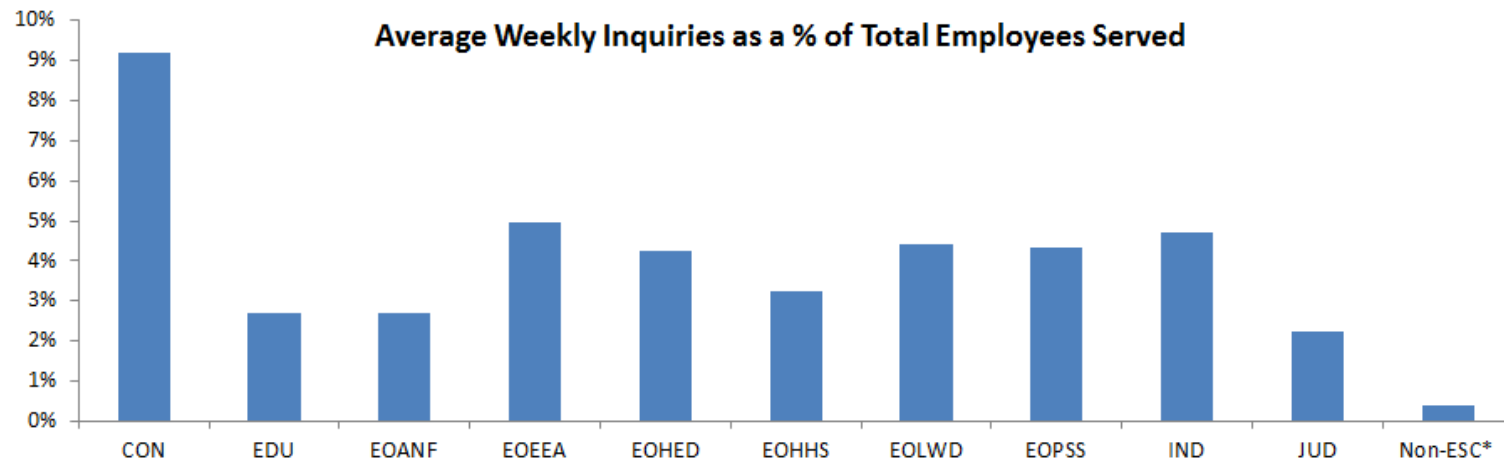
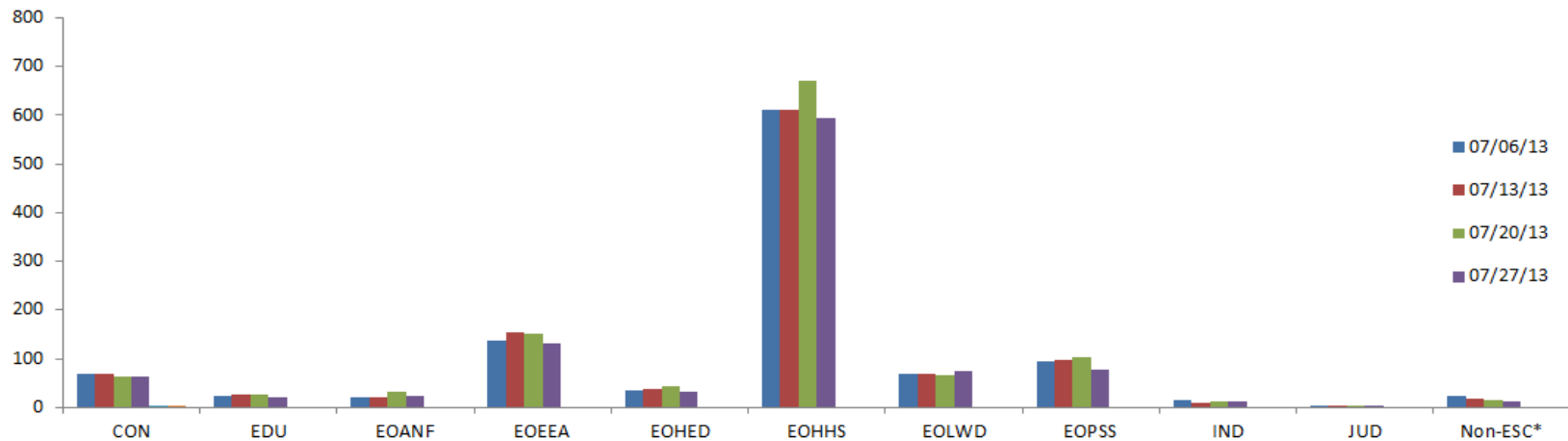
Source: ESC COMit & Avaya data from 06/30/2013 – 07/27/2013.

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Inbound Inquiries by Agency

EOHHS agencies represent the largest volume of inquiries to the ESC. CON, IND and EOEEA represent the highest volume as a percent of employees served.



Source: ESC COMiT data from 06/30/2013 – 07/27/2013. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., one employee calling multiple times).

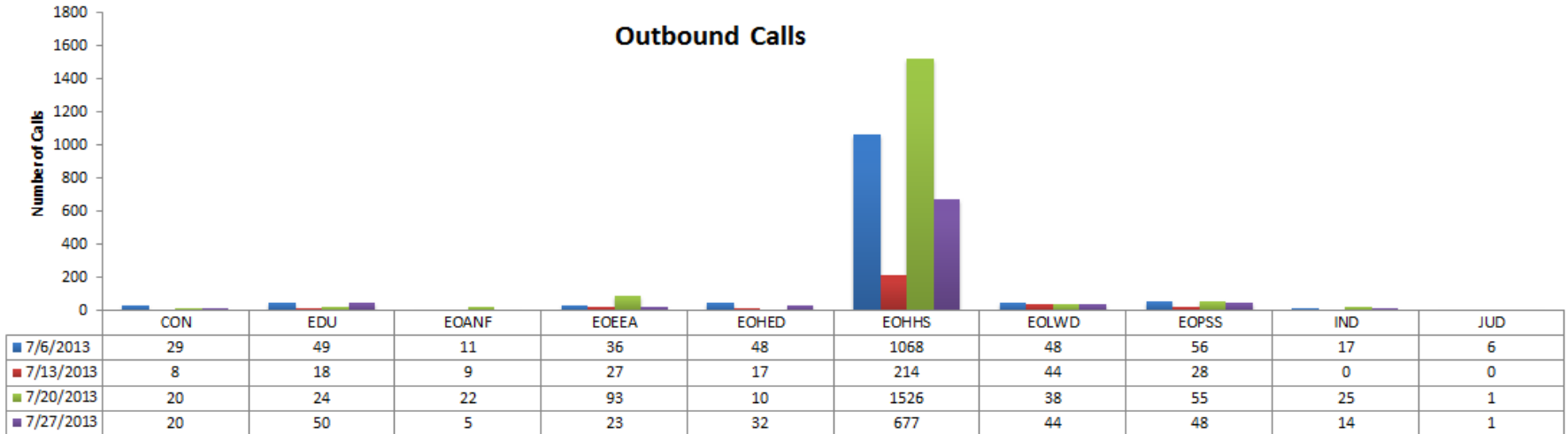
*Non-ESC percentage factored from the total number of inquiries as there is no base population; Non-ESC represents SSTA employees not supported by ESC.



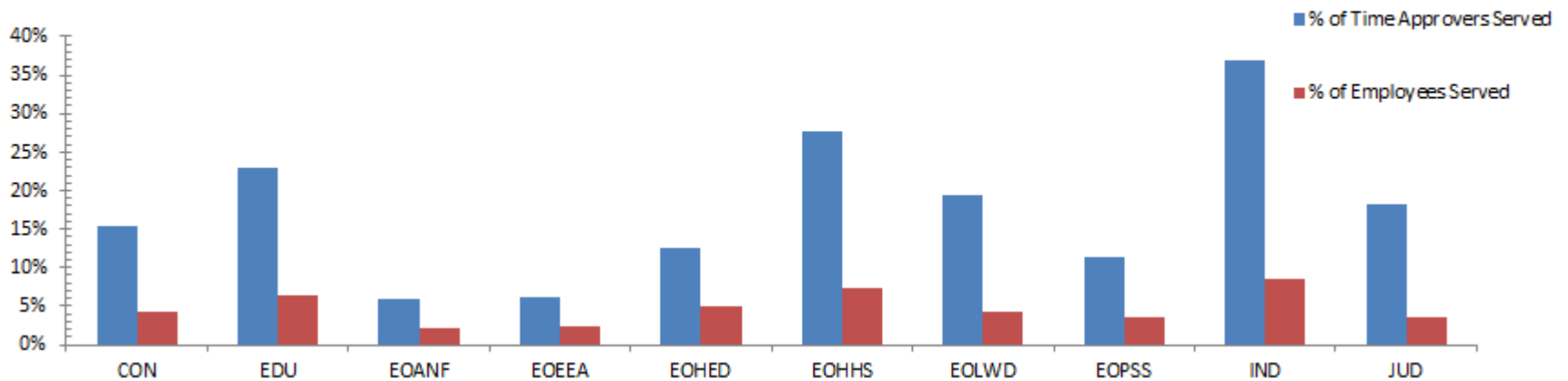
Outbound Exception Management Calls

Outbound calls are made on a weekly basis when employees and approvers miss their deadlines for time entry or time approval and when system generated exceptions appear on a timesheet.

EOHHS agencies represent the largest volume of outbound calls from the ESC.



Average weekly calls as a % of Employees Served



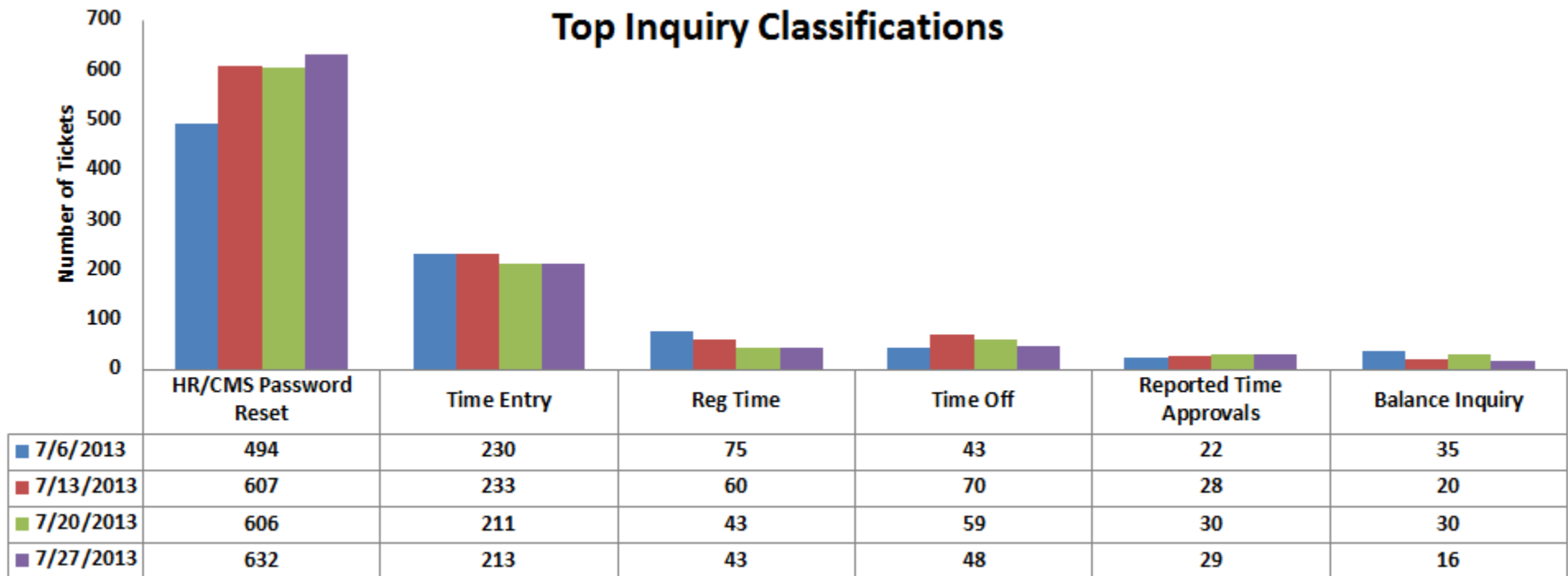
Source: : ESC Exception Management System data from 06/30/2013 – 07/27/2013. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).

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Type of Inquiries Received

Password Resets remain the most common inquiry type, followed by time entry and time off.



Source: ESC COMiT data from 06/30/2013 – 07/27/2013.

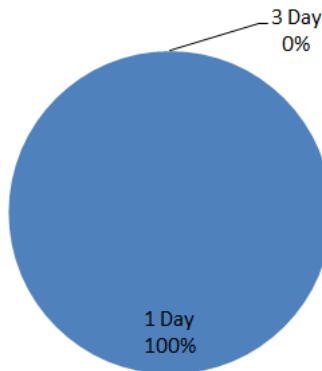


Case Resolution Time

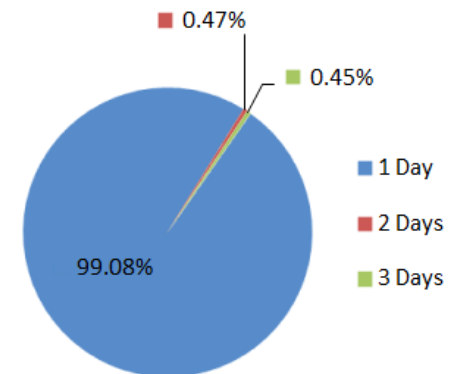
Case resolution time remains within SLA targets, with nearly all inquiries resolved on the same day.

SLA Metric	Target Level	Current Period (06/30/13 – 07/27/13)	Previous Period (06/02/13 – 06/29/13)	Previous Period (04/21/13 – 06/01/13)
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	100%	99.9%	98%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	1 Day – 99% 3 Days – 99%	1 Day – 99% 3 Days – 99%	1 Day – 98% 3 Days – 99%

**Case Resolution Time
Password Reset**



**Case Resolution Time
Inquiries & Requests**



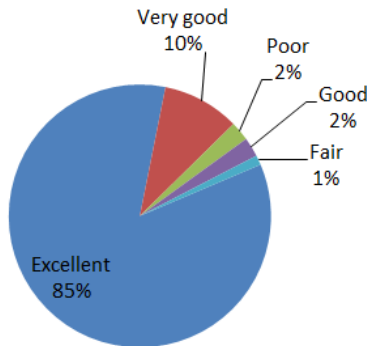
Source: ESC COMiT data from 06/30/2013 – 07/27/2013



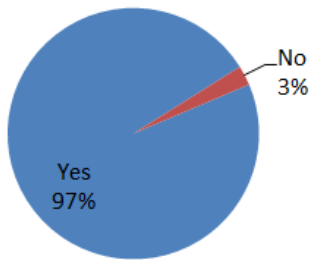
Customer Satisfaction Survey Results

SLA Metric	Target Level	Current Period (06/30/13 – 07/29/13)	Previous Period (6/2/12 – 06/29/13)	Previous Period (04/21/13 – 06/01/13)
Customer satisfaction (Based on automated survey upon ticket closure. A minimum of 20% must respond to survey in order for results to be accepted as a valid sample.)	80% of customers rated overall satisfaction good to excellent	97 % rated good to excellent (1.9 % response rate)	96% rated good to excellent (3% response rate)	96% rated good to excellent (2% response rate)

How would you rate the quality of Service you recieved from the Employee Service Center



Was your Employee Service Center Specialist Courteous?



Sample Comments:

“The Employee service center was timely, effective and a top level on their help. Thank you.”

“I was very impressed with the service. The person picked up on the 1st ring, was extremely nice and provided the information I needed (a temporary password) within seconds.”

“Thank all of you for what you do, it ain't easy I'm sure.”

“Service was fast and there is no complaint on my part. Many thanks to the very polite person who took my call. Keep up the good work.”

“Person who helped me was patient and able to assist me without difficulty.”








“Compliments to the staff person who helped me.”

Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 06/30/2013 – 07/27/2013.

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SLA Targets vs. Actual Performance

Metric	Target	Current /eriod Performance 6/30/13 – 7/27/13	Previous Period Performance 6/2/13– 6/29/13	Current Status
Average wait time – all inquiries (Days operational)	Will not exceed 2 minutes 90% of the time	34 seconds	25 seconds	
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	100%	99%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	99% within 1 Day and 99% within 3 Days	99% within 1 Day and 99% within 3 Days	
Customer satisfaction (Based on automated survey upon ticket closure. A minimum of 20% must respond to survey in order for results to be accepted as a valid sample of customer satisfaction.)	80% of customers rated overall satisfaction good to excellent	97% rated good to excellent (1.9% responded)	96% rated good to excellent (3% responded)	
Percent of notification runs executed to completion: <ul style="list-style-type: none"> All: Reminder Report Time Employees: Unreported time - 1st & 2nd notice Approvers: Unapproved reported time - 1st & 2nd notice Agency HR/Payroll: Over/Under scheduled hours and unapproved Payable Time notifications -1st & 2nd notice Failsafe outreach to Agy. HR/PY and signatories Failsafe outreach to CTR and CHRO 	95%	100%	100%	
Secretariat ad hoc reports produced within established timeframes: <ul style="list-style-type: none"> Simple*: 3 business days Complex*: 7 business days 	90%	None requested	None requested	
SLA reports produced on time according to predefined schedule (see section 5.5)	Y/N	Missed Target	Missed Target	



Review Schedule Service Charter Scorecard

Service Month*		HRAC Review
Start Date	End Date	Report Due
6/30/2013	7/27/2013	08/21/2013
7/28/2013	8/24/2013	09/18/2013
8/25/2013	9/21/2013	10/16/2013
9/22/2013	10/19/13	11/13/2013
10/20/2013	11/30/2013	12/18/2013
12/01/2013	12/28/2013	01/22/2014
12/29/2013	1/25/2014	02/19/2014
1/26/2014	2/22/2014	03/19/2014
2/23/2014	3/22/2014	04/16/2014
3/23/2014	4/19/2014	05/14/2014
4/20/2014	5/31/2014	06/18/2014
6/1/2014	6/28/2014	07/23/2014

***Note:** "Service Month" reporting periods are split by the closest pay period start and end dates to the beginning and end of the calendar month.



Appendix: Agencies Served

Agencies Served	Employees	Agencies Served	Employees	Agencies Served	Employees
ADD-Developmental Disabilities Council	18	DPH-Department Of Public Health	3120	MCD-Commission For The Deaf And Hard Of Hearing	83
AGR-Department Of Agricultural Resources	96	DPS-Department Of Public Safety	51	MGC - Massachusetts Gaming Commission	59
ALA-Administrative Law Appeals Division	33	DPU-Department Of Public Utilities	144	MIL-Massachusetts National Guard	311
ANF-Eo Administration & Finance	47	DSS-Department Of Children And Families	3250	MMP-Massachusetts Marketing Partnership	21
APC-Appeals Court	90	DYS-Department Of Youth Services	881	MRC-Mass Rehabilitation Commission	921
ART-Mass Cultural Council	26	EDU-Executive Office Of Education	79	OCD-Dept Of Housing And Community	296
ATB-Appellate Tax Board	20	EEC-Department Of Early Education	205	OHA-Massachusetts Office On Disability	12
BSB-Bureau Of State Buildings	12	EED-Executive Office Of Housing & Economic Development	47	ORI-Office For Refugees And Immigrants	21
CDA-Massachusetts Emergency Management Agency	99	EHS - Executive Office Of Health And Human Services	1563	OSC-Office Of The Comptroller	126
CHE-Soldiers' Home In Massachusetts	380	ELD-Department Of Elder Affairs	59	OSD-Division Of Operational Services	81
CHS-Department Of Criminal Justice Information Systems	40	ENE-Department Of Energy Resources	52	PAR-Parole Board	205
CME-Chief Medical Examiner	74	ENV-Executive Office Of Energy And Environmental Affairs	298	REG-Division Of Professional Licensure	123
CSC-Civil Service Commission	7	EOL-Executive Office Of Workforce Development	1598	RGT-Department Of Higher Education	74
CSW-Commission On Status Of Women	1	EPS-Executive Office Of Public Safety And Security	193	SCA-Office Of Consumer Affairs And Business Regulations	31
DCP-Capital Asset Management And Maintenance	353	EQE-Department Of Environmental Protection	834	SDA-Sheriffs Department Association	4
DCR-Department Conservation And Recreation	969	FWE-Department Of Fish And Game	324	SEA-Department Of Business And Technology	24
DFS-Department Of Fire Services	572	GIC-Group Insurance Commission	57	SOR-Sex Offender Registry	46
DMH - Department Of Mental Health	3257	HCF-Health Care Finance & Policy	104	SRB-State Reclamation Board	168
DMR -Department Of Developmental Services	3300	HLY-Soldiers' Home In Holyoke	377	TAC-Department Of Telecommunications	24
DOB-Division Of Banks	167	HPC - Health Policy Commission	20	TRB-Teachers Retirement Board	97
DOC-Department Of Corrections	546	HRD-Human Resources Division	144	TRE-Office Of The State Treasurer	228
DOE-Department Of Elementary & Secondary Education	518	LIB-George Fingold Library	12	VET-Department Of Veterans Service	78
DOI-Division Of Insurance	124	LOT-Lottery And Gaming Commission	413	VWA-Victim And Witness Assistance	17
DOS-Division Of Standards	18	MCB-Mass Commission For The Blind	174	WEL-Department Of Transitional Assistance	1594
				Grand Total:	29410



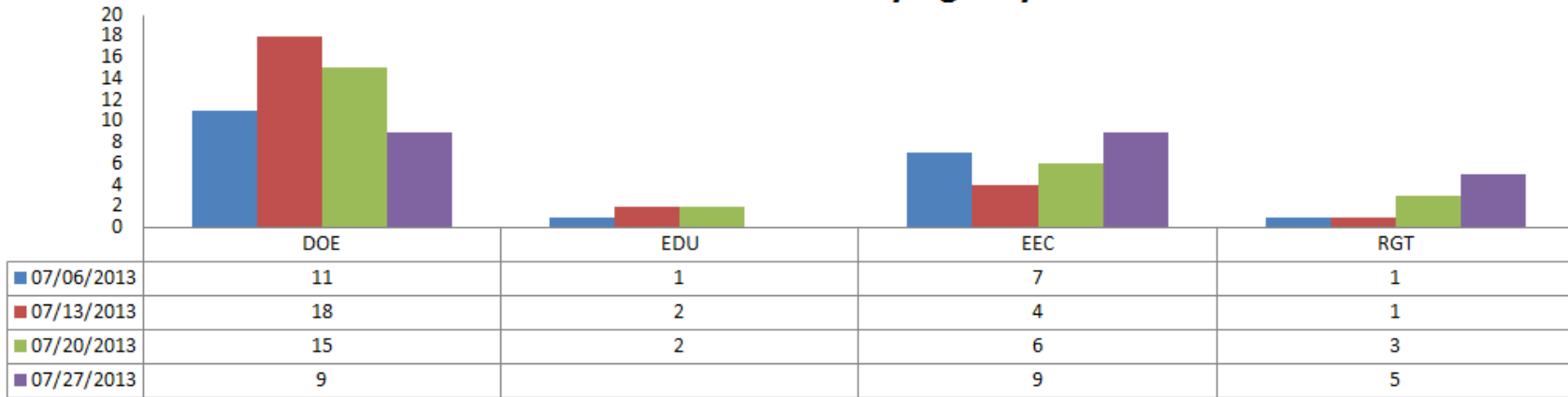
Appendix: Inquiries by Agency

- Note: No inquiries were received for this reporting period from:
 - BSB
 - CSC
 - DOS

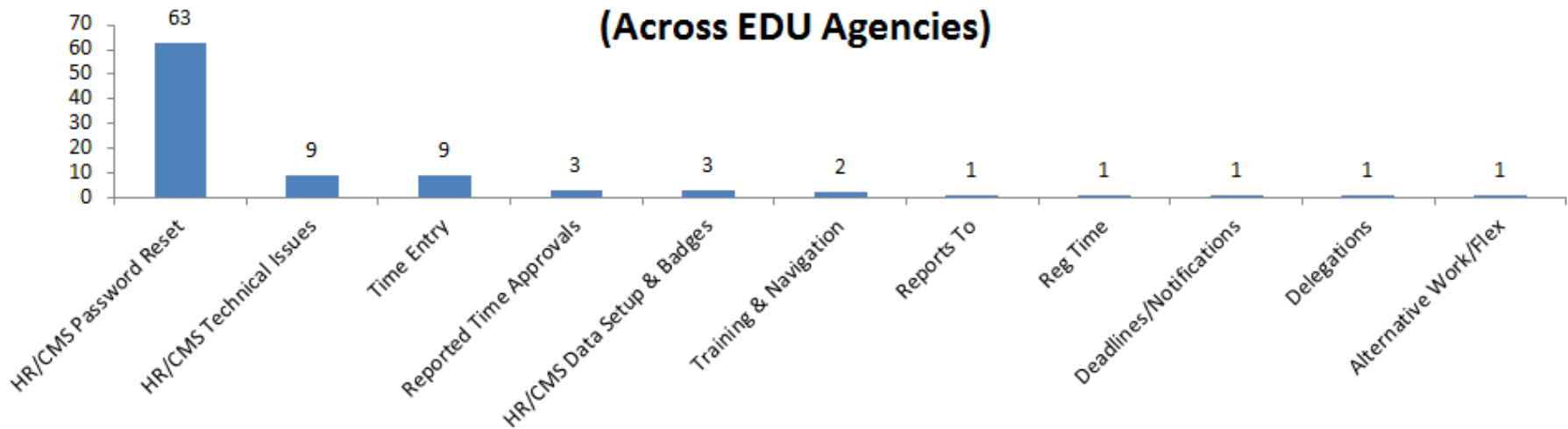


Education Secretariat Agencies

Number of Tickets by Agency

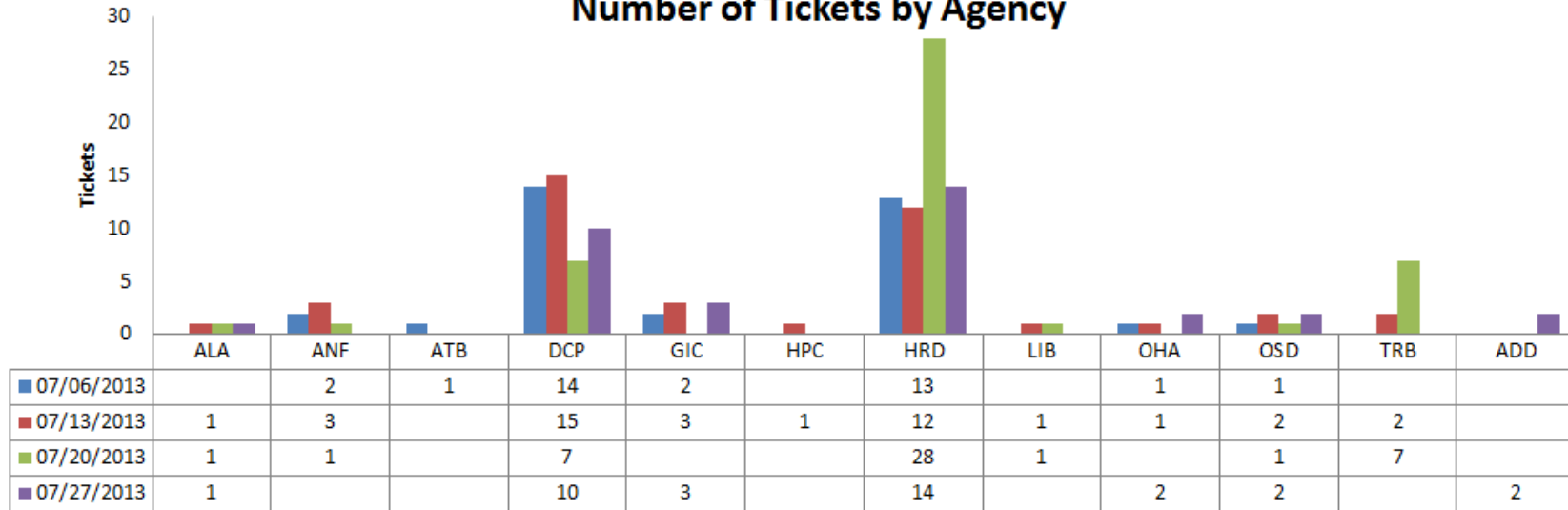


**Inquiry Classifications
(Across EDU Agencies)**

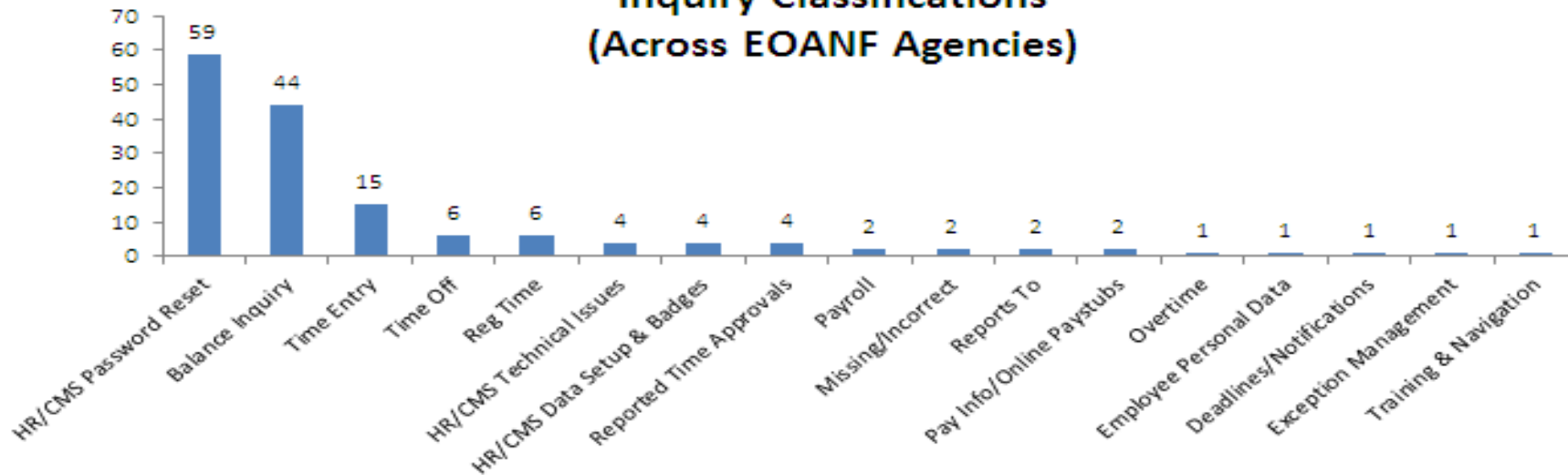


EOANF Secretariat Agencies

Number of Tickets by Agency

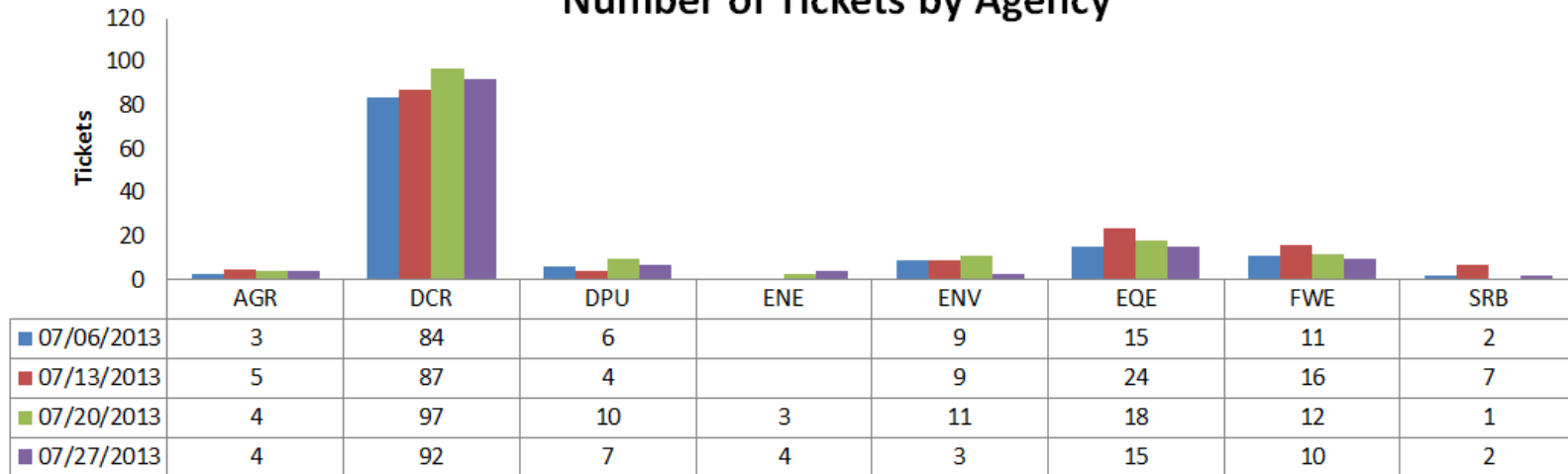


**Inquiry Classifications
(Across EOANF Agencies)**

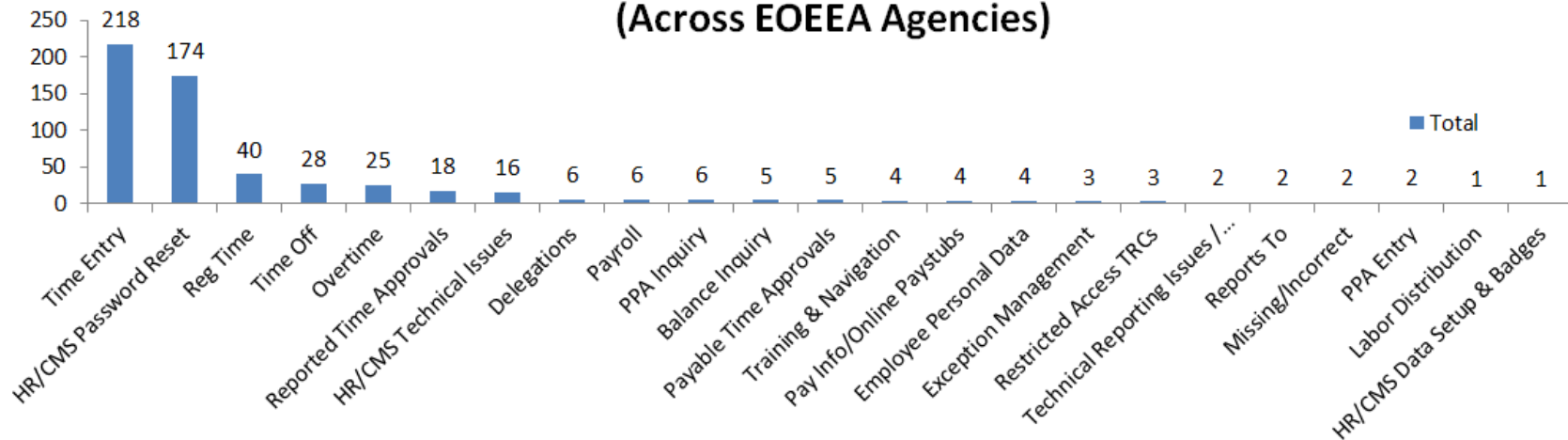


EOEEA Secretariat Agencies

Number of Tickets by Agency

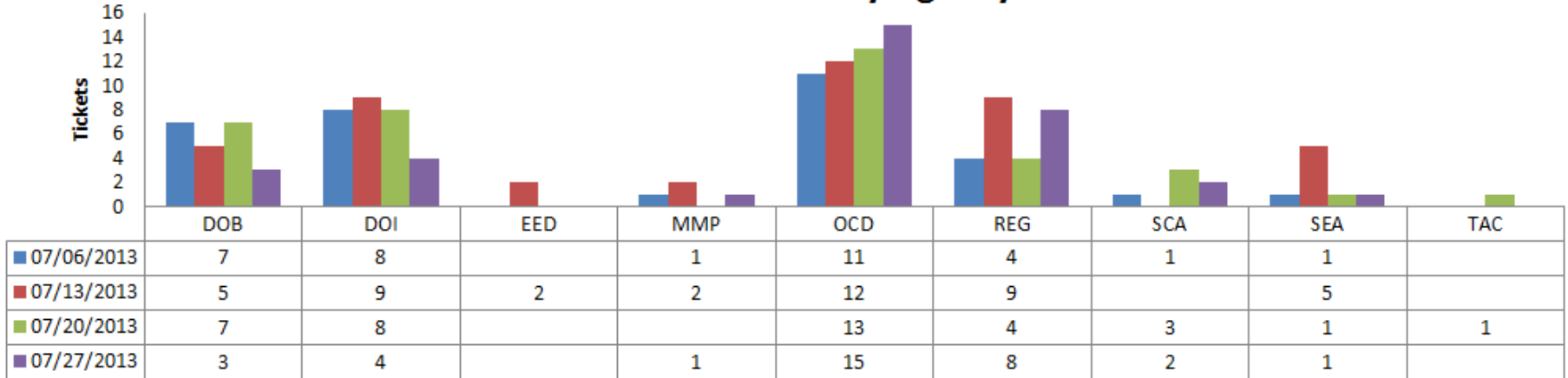


Inquiry Classifications
(Across EOEEA Agencies)

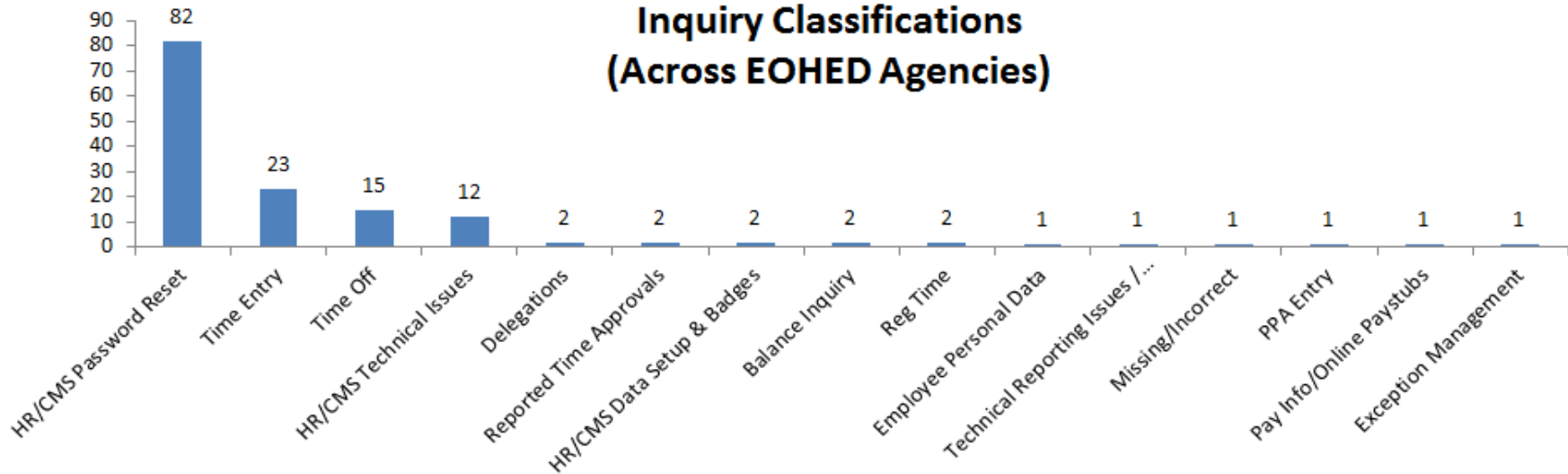


EOHED Secretariat Agencies

Number of Tickets by Agency

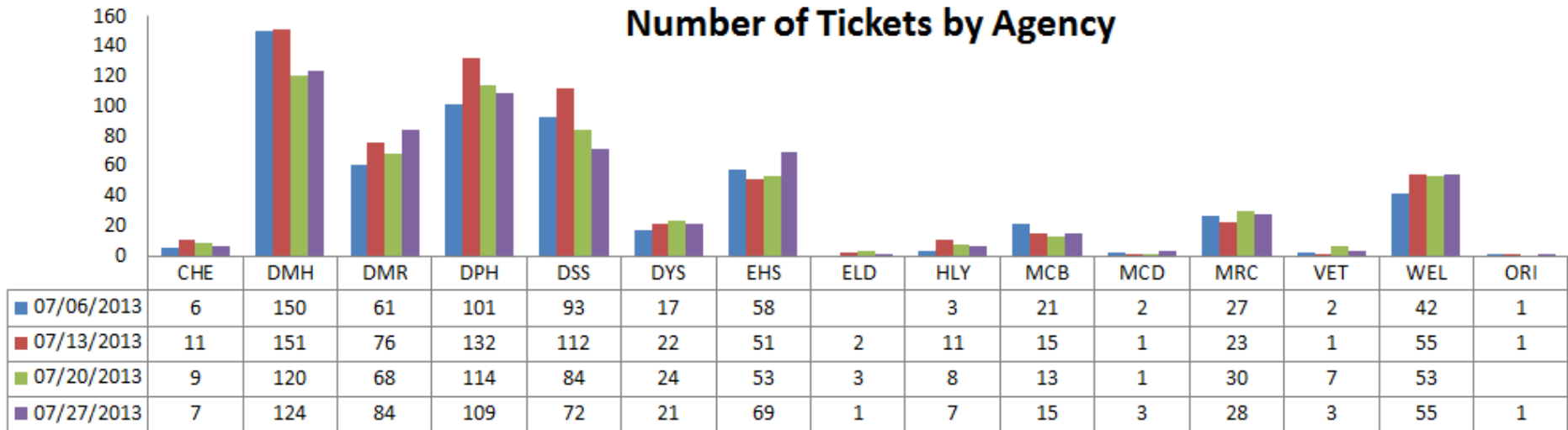


**Inquiry Classifications
(Across EOHED Agencies)**

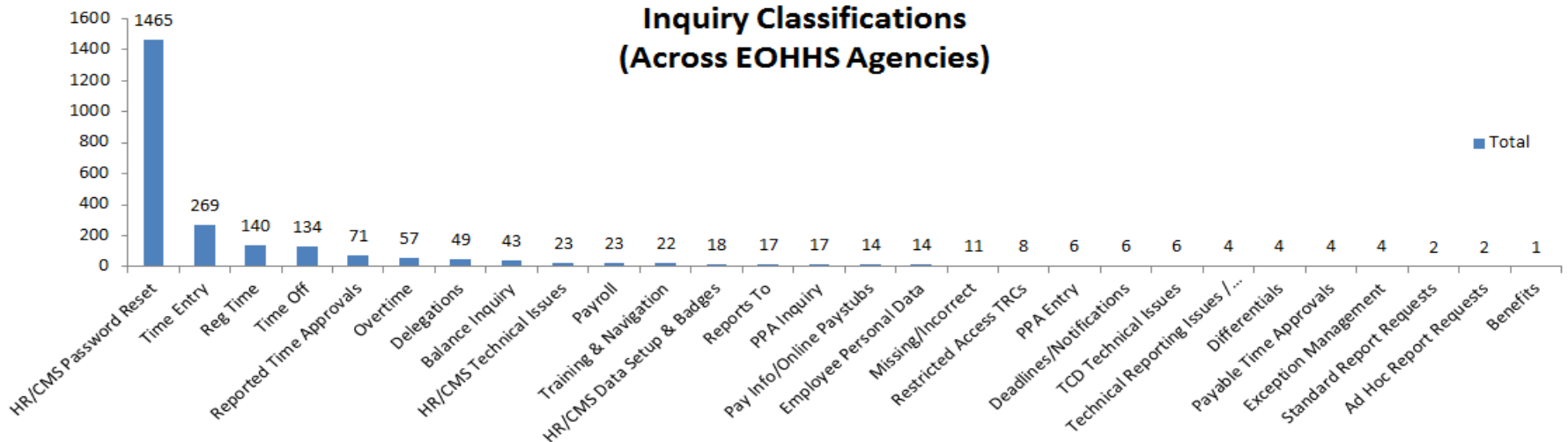


EOHHS Secretariat Agencies

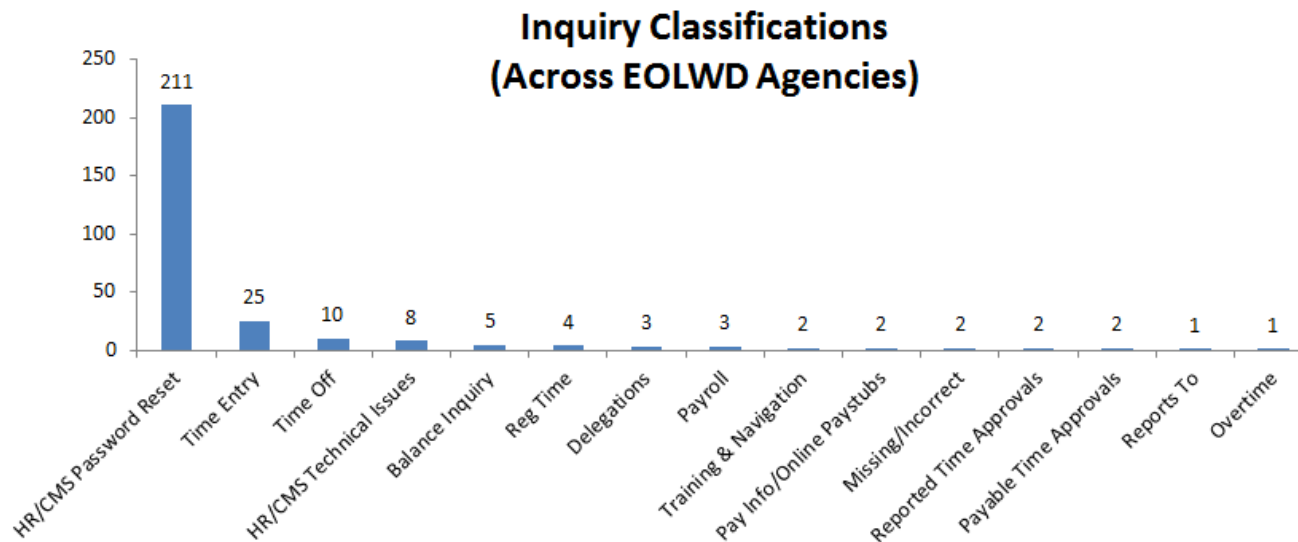
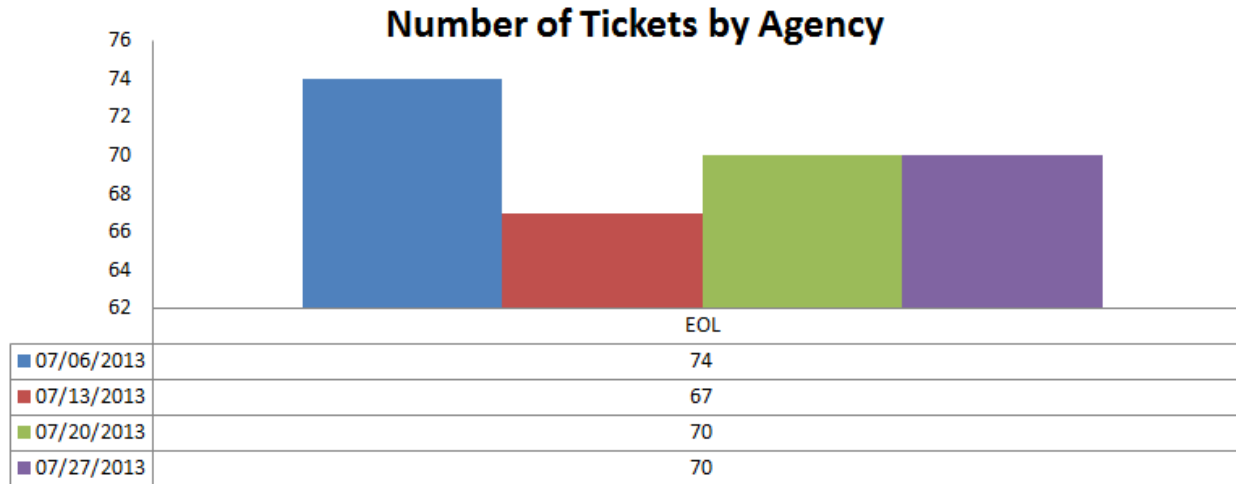
Number of Tickets by Agency



**Inquiry Classifications
(Across EOHHS Agencies)**

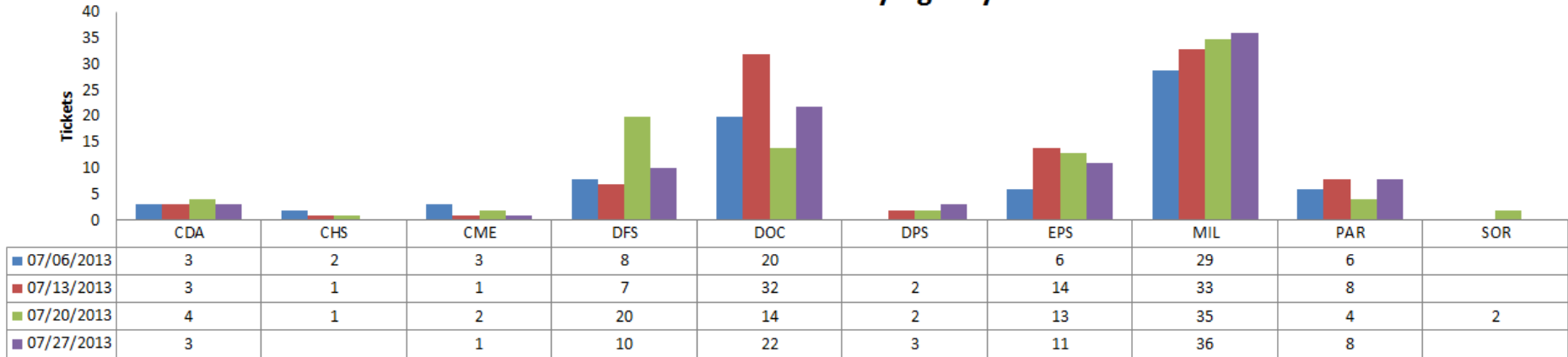


EOLWD Secretariat Agencies

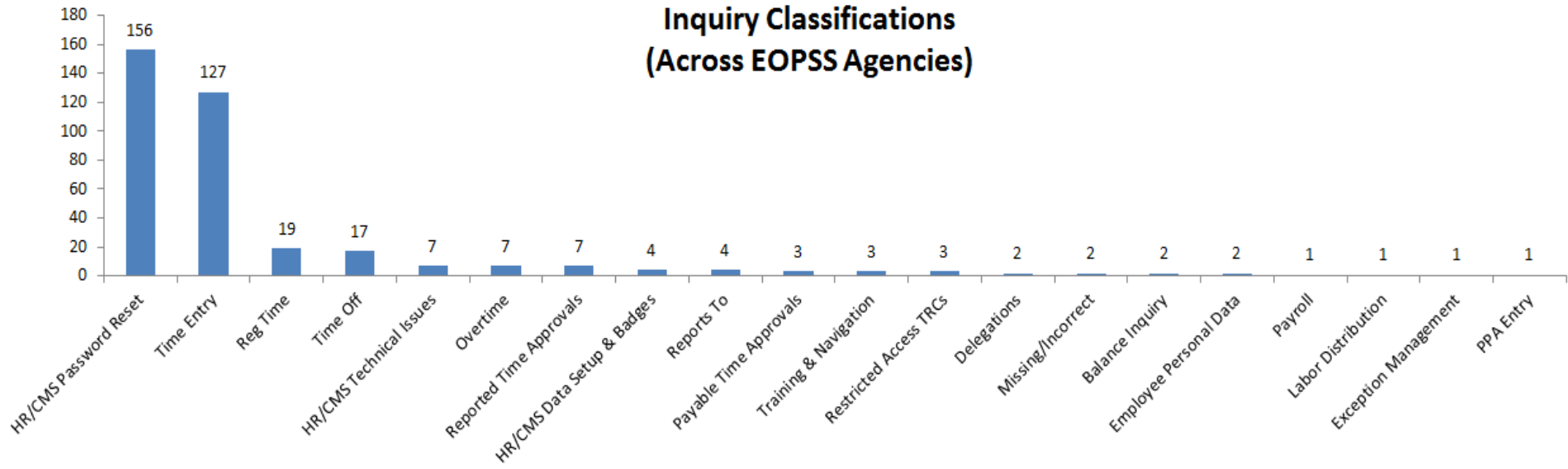


EOPSS Secretariat Agencies

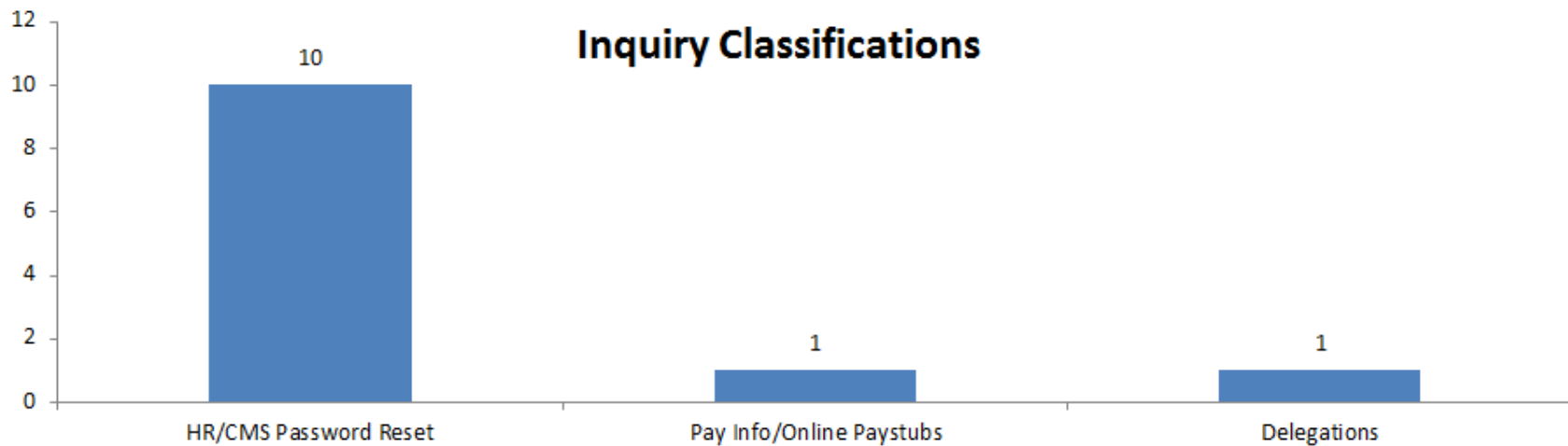
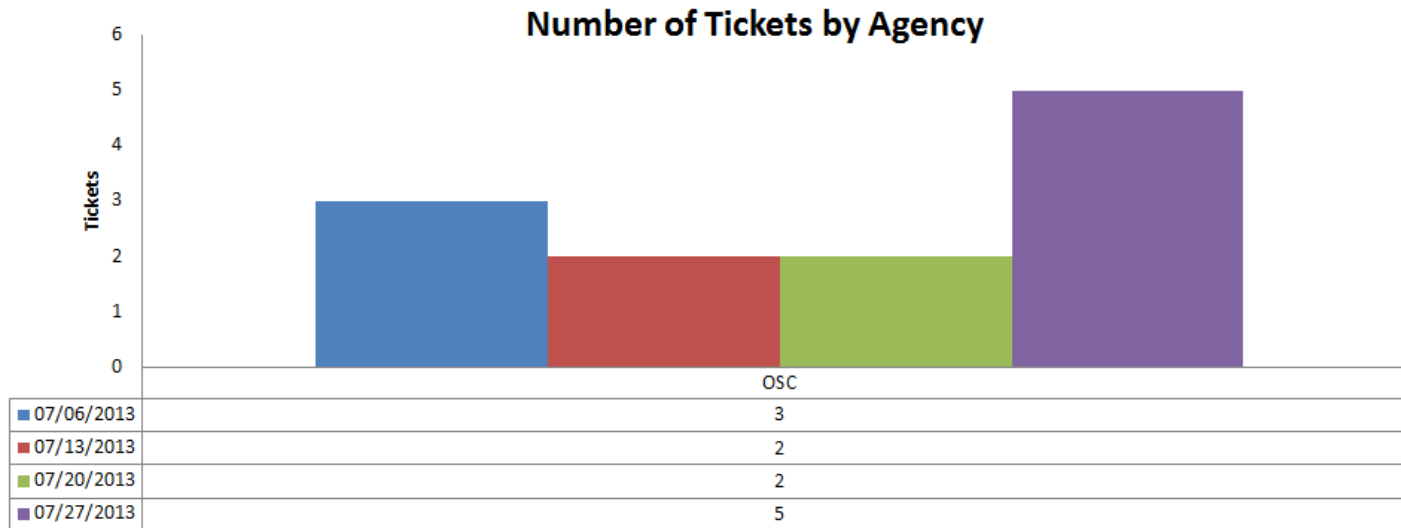
Number of Tickets by Agency



Inquiry Classifications
(Across EOPSS Agencies)

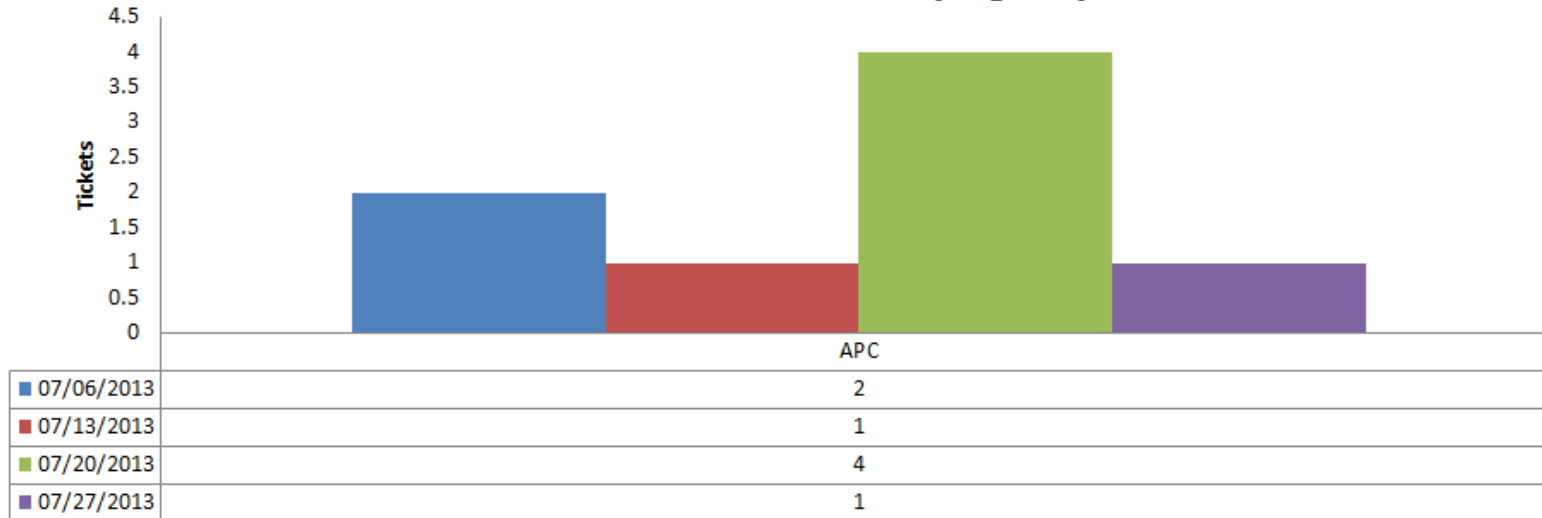


OSC Tickets and Classification

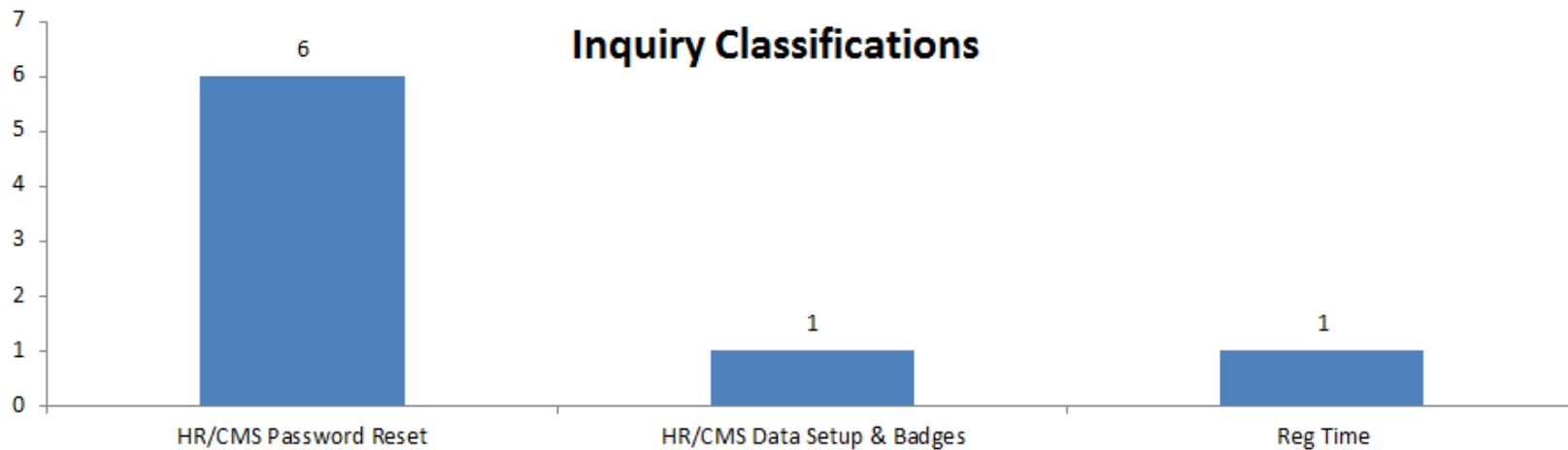


APC Tickets and Classification

Number of Tickets by Agency

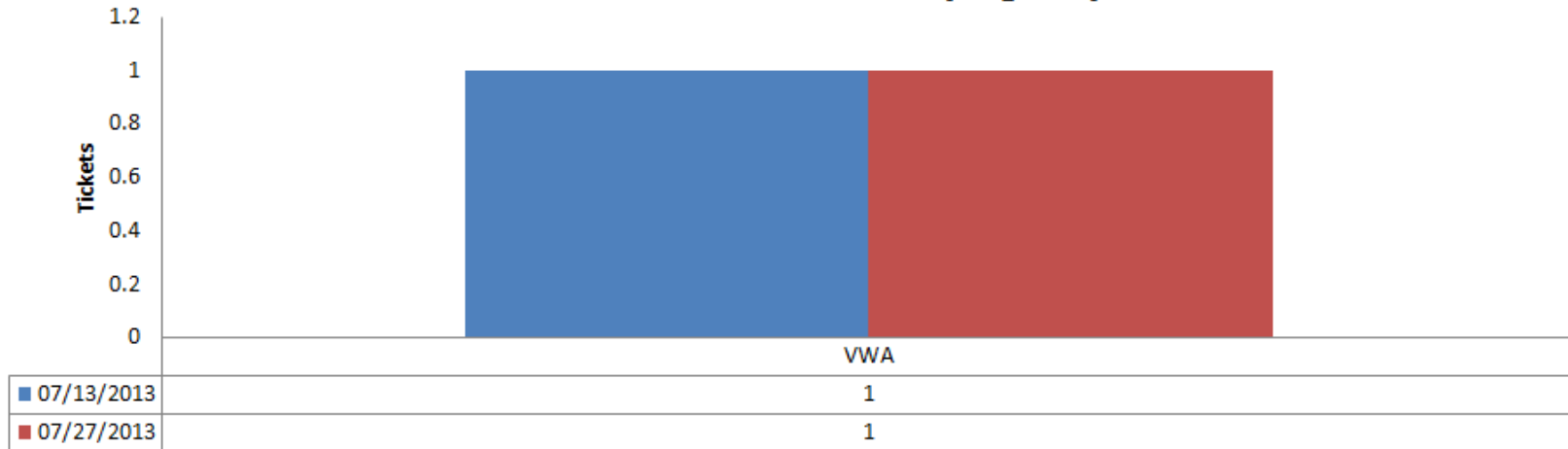


Inquiry Classifications



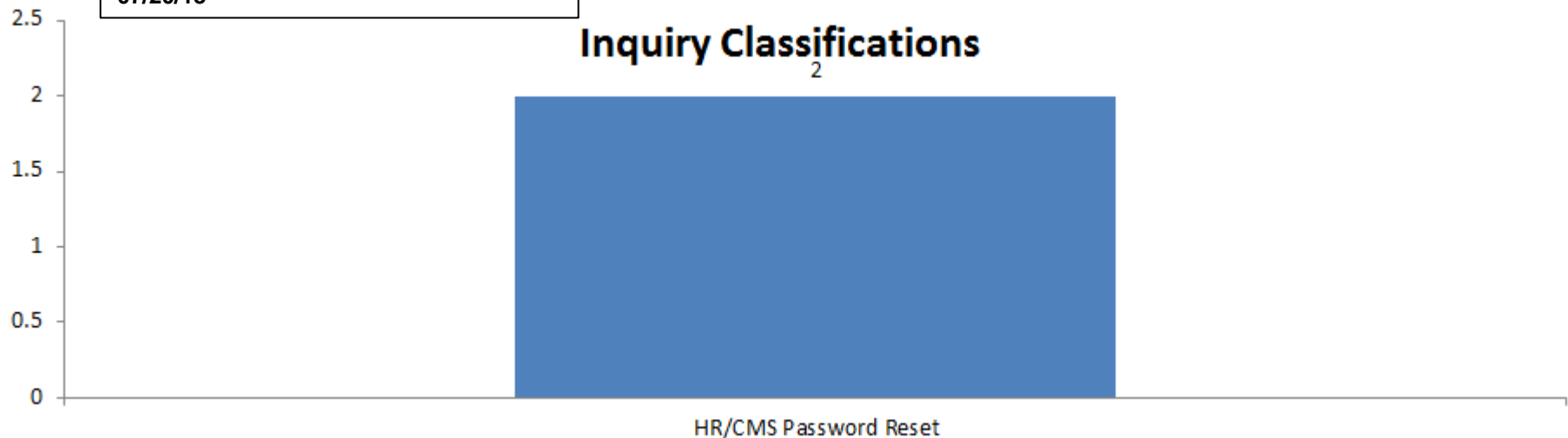
VWA Data Tickets and Classification

Number of Tickets by Agency



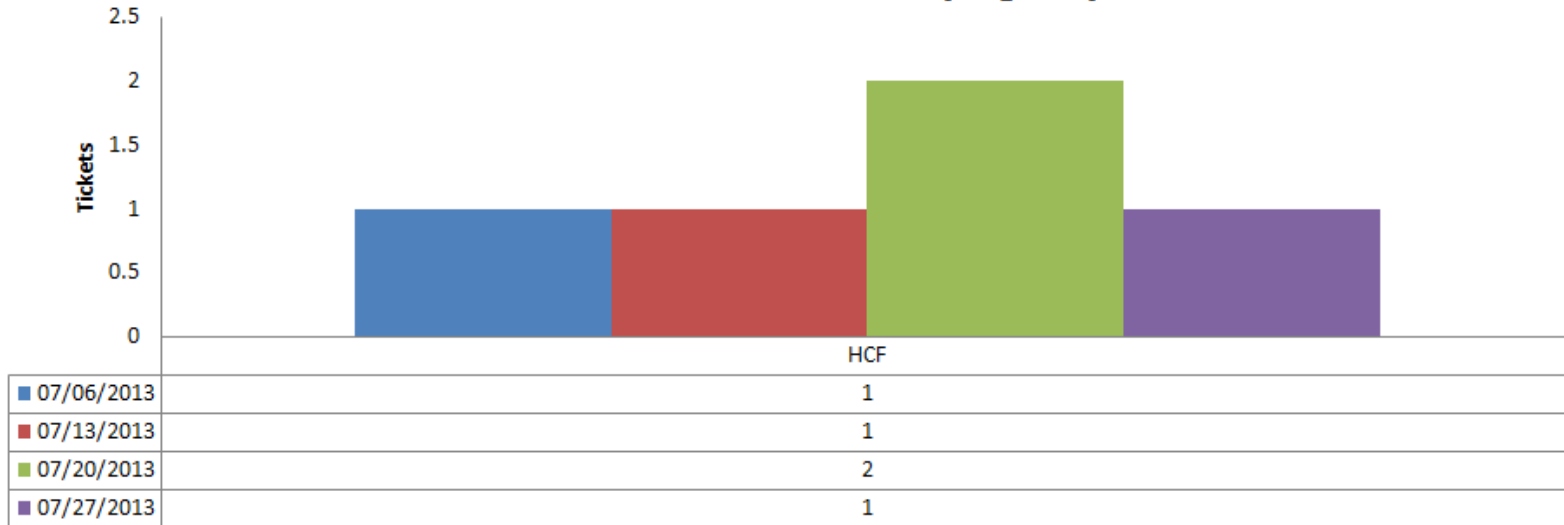
No tickets requested 07/06/13 or 07/20/13

Inquiry Classifications

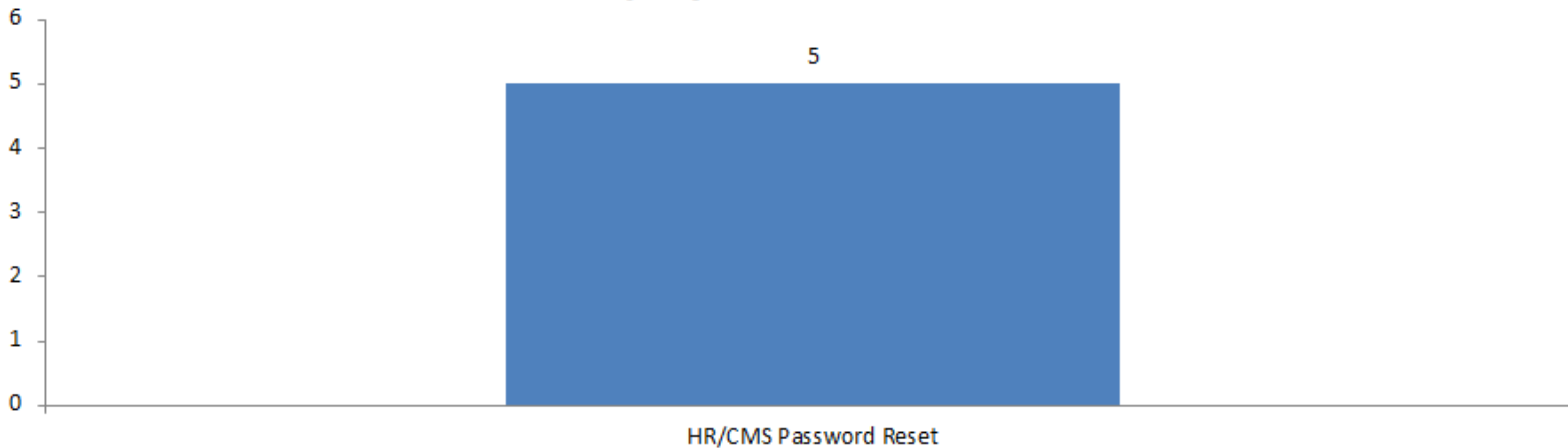


HCF Tickets and Classification

Number of Tickets by Agency

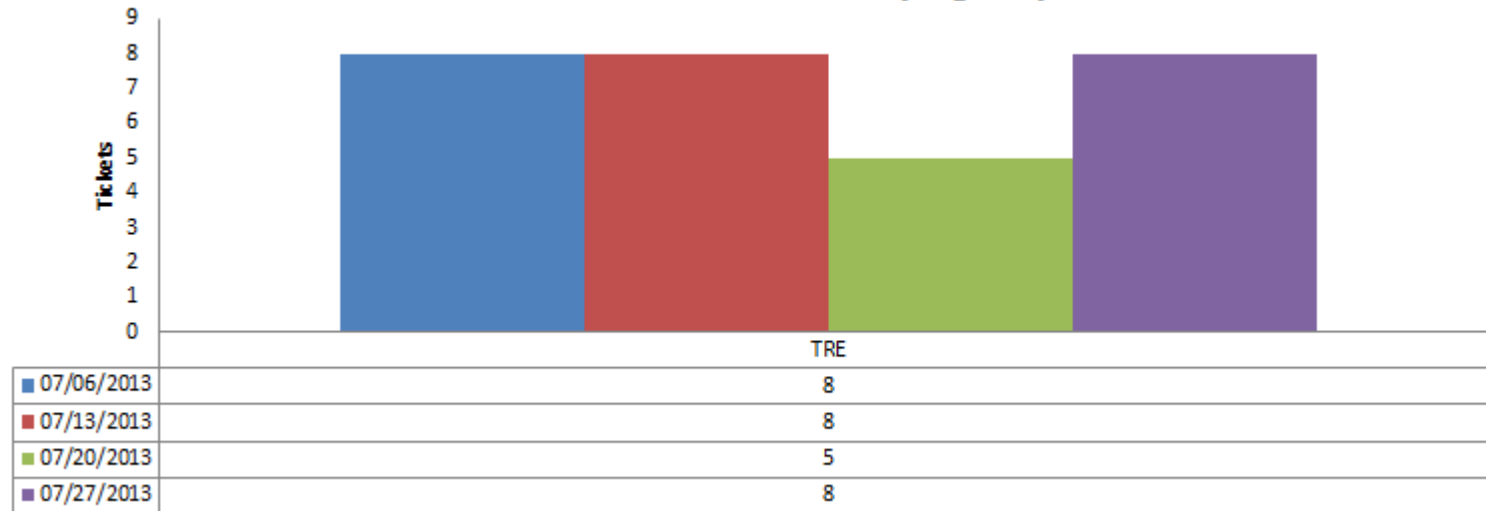


Inquiry Classifications

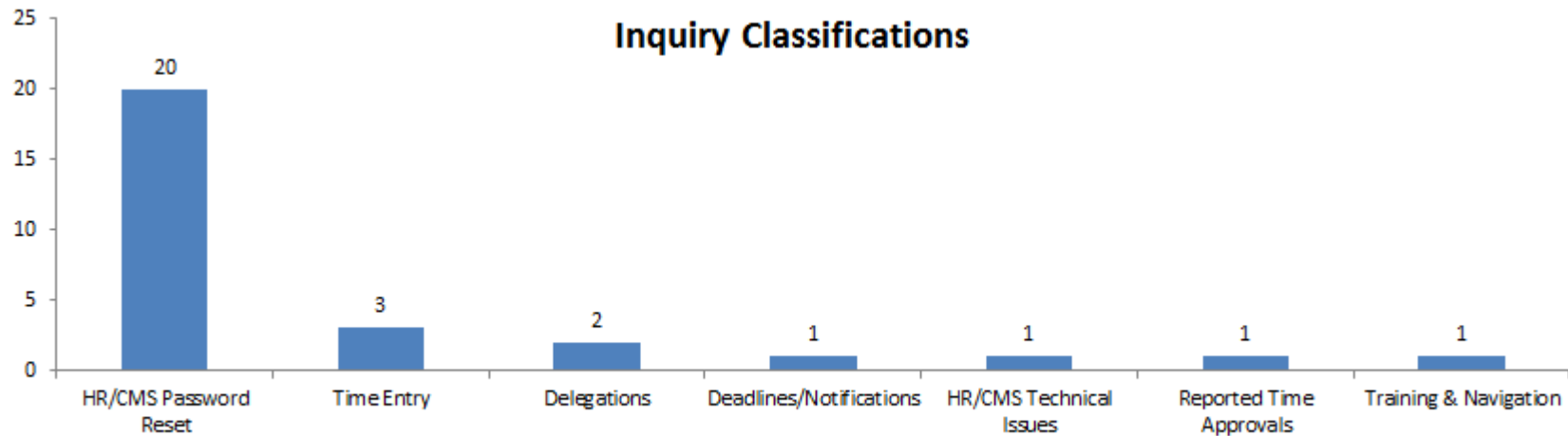


TRE Tickets and Classification

Number of Tickets by Agency

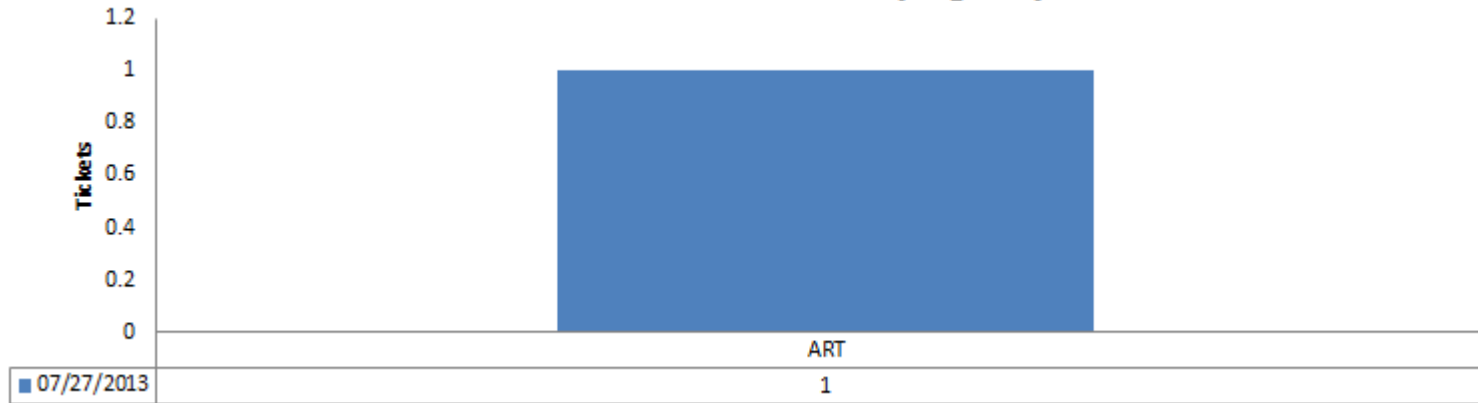


Inquiry Classifications



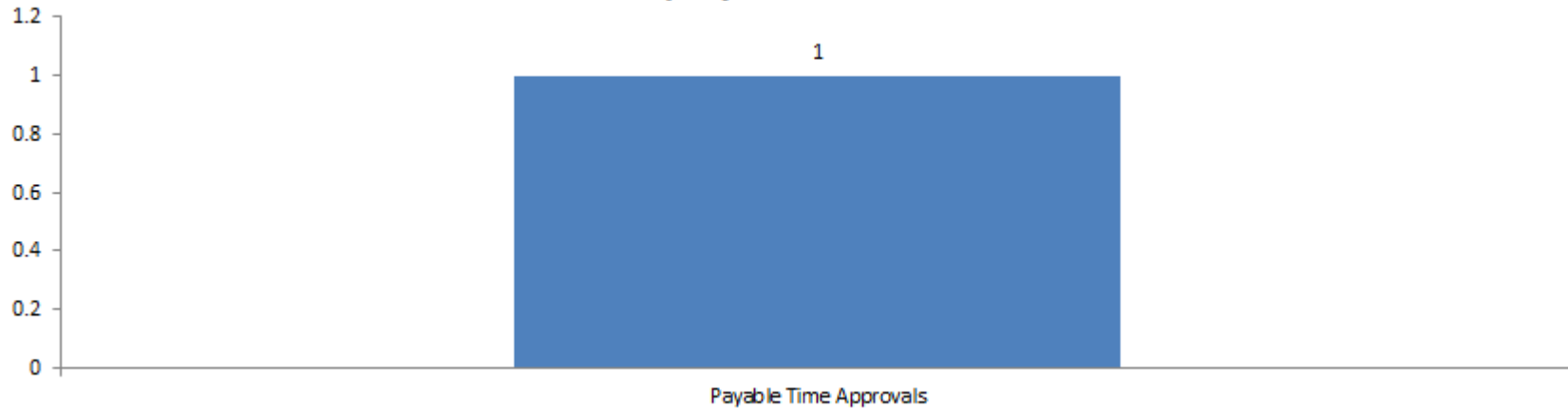
ART Tickets and Classification

Number of Tickets by Agency



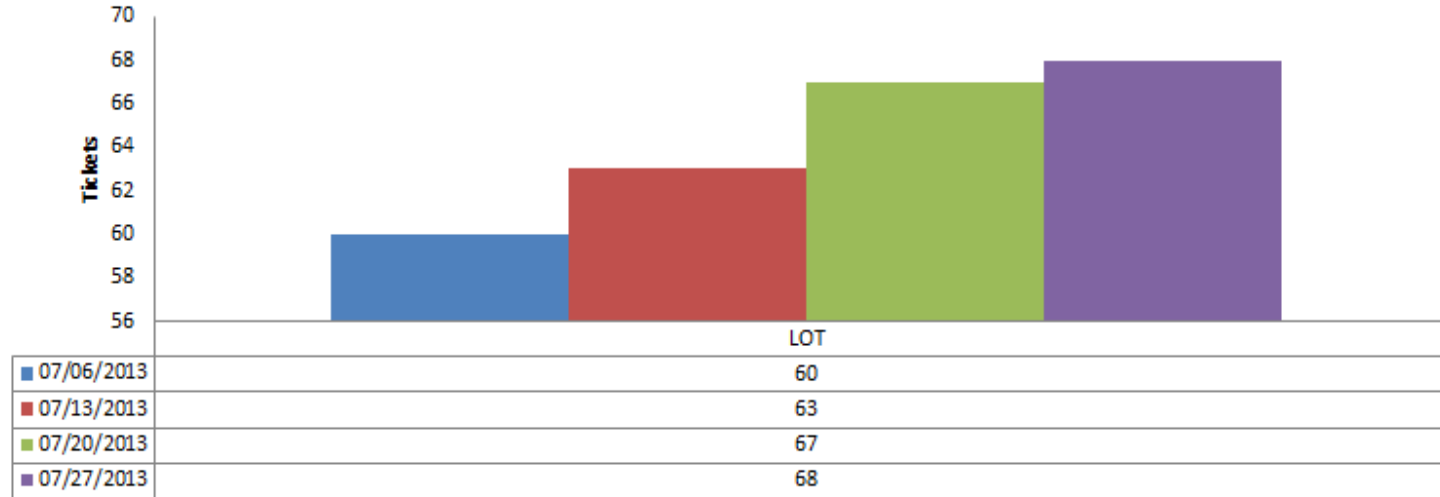
No tickets requested 07/06/13, 07/13/13
or 07/20/13

Inquiry Classifications

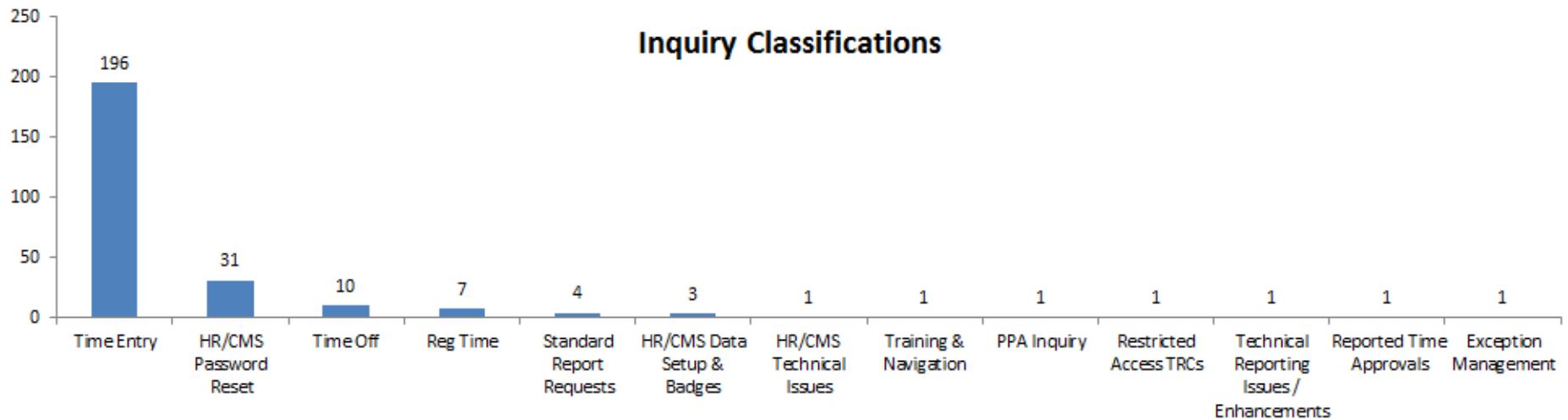


LOT Tickets and Classification

Number of Tickets by Agency

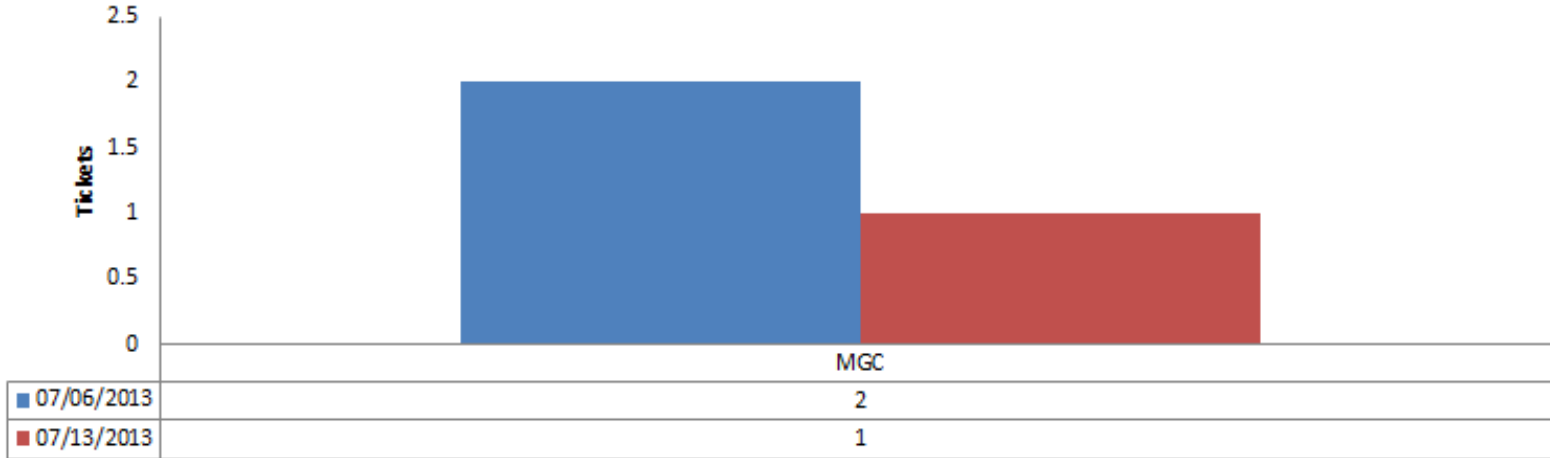


Inquiry Classifications



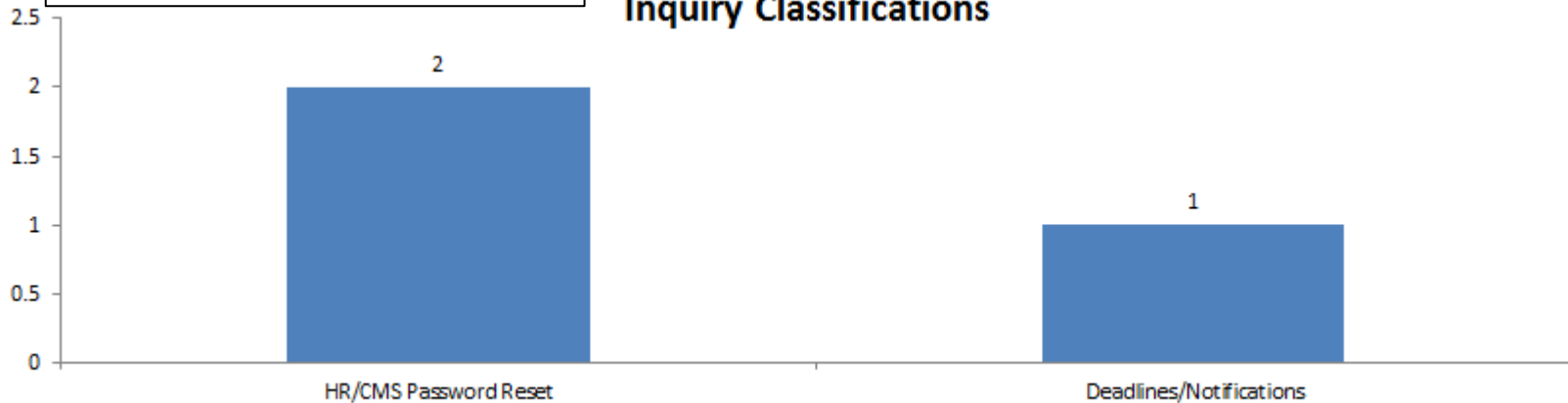
MGC Tickets and Classification

Number of Tickets by Agency

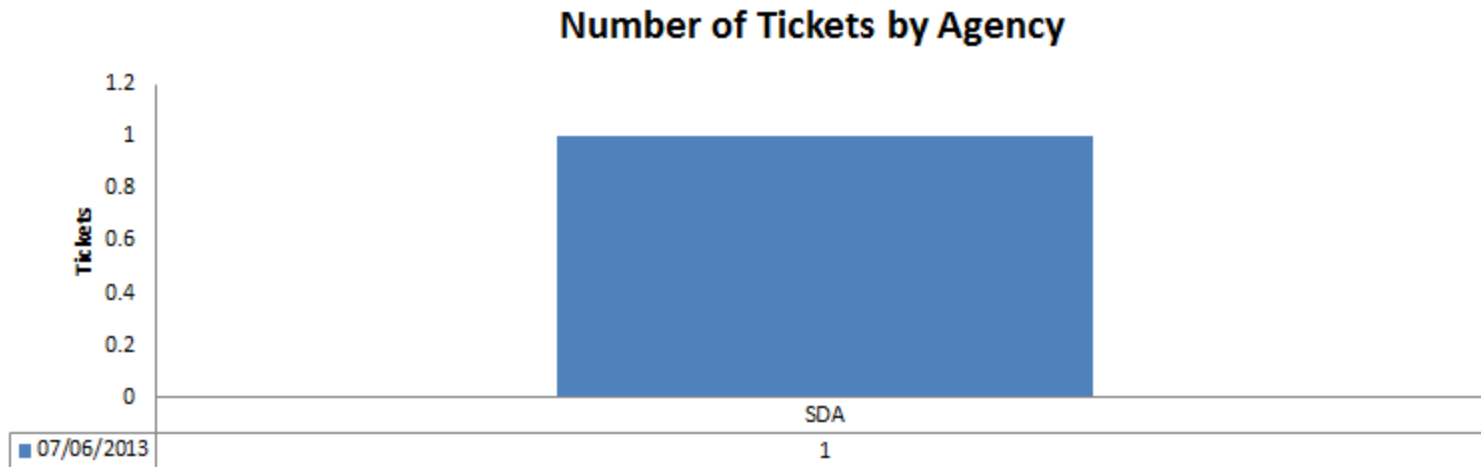


No tickets requested 07/20/13 or 07/27/13

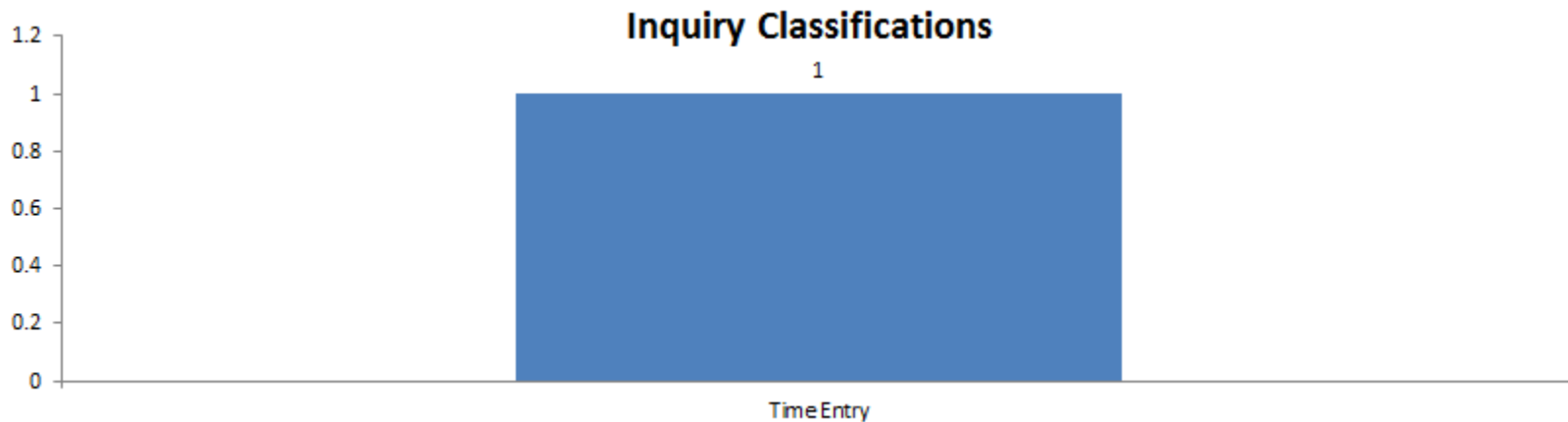
Inquiry Classifications



SDA Tickets and Classification

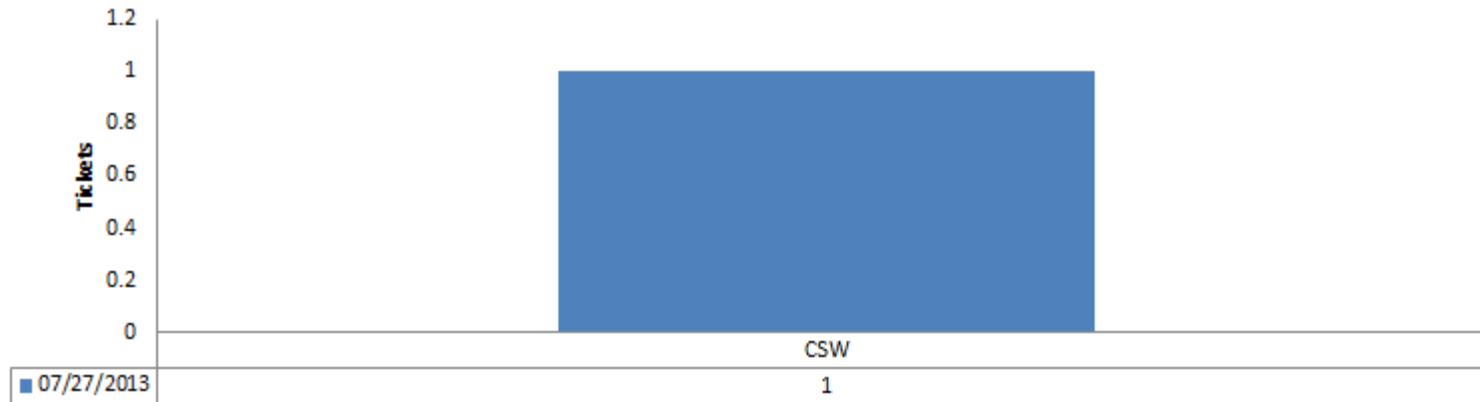


No tickets requested 07/13/13, 07/20/13
or 07/27/13



CSW Tickets and Classification

Number of Tickets by Agency



No tickets requested 07/06/13, 07/13/13
or 07/20/13

Inquiry Classifications

